AlaskAdvantage Online Trouble Shooting

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What is an operating system?

Your operating system is the program that controls your computer. Most computers already have an operating system installed when you buy them. The two most popular operating system families are Microsoft Windows and Apple Macintosh. Each operating system family comes in specific versions. If you're running Windows, you may be running Windows 98, Windows Millennium Edition (Windows ME), Windows 2000, Windows XP, or Windows Vista. If you're using a Macintosh, you may be running Mac OS X 10.1, OS X 10.2 (Jaguar), OS X 10.3 (Panther), or OS X 10.4 (Tiger). Generally, if you want to upgrade your operating system, you need to purchase the upgrade from Microsoft, Apple, or a software reseller.

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How can I tell which operating system I'm using?

If you're using a Windows operating system other than Windows Vista, you'll see a Start button, usually in the bottom left corner of your screen. When you click **Start**, the version (such as Windows 2000) is written sideways along the left edge of the Start menu. You can also double-click **My Computer** (on your desktop or in your

Start menu). In the resulting window, click the **Help** menu, then **About Windows**. The version of Windows will display.

If you're using Windows Vista, your Start button will resemble a circle with the Windows logo in the center, usually located in the bottom left corner of your screen. To verify which version of Vista you're running, click **Start**, right-click **Computer**, and select **Properties.** Your version of Vista (such as Windows Vista Business) will display at the top of the system window.

If you're using a Macintosh operating system, you'll see an apple in the top left corner of your screen. To check which Mac operating system you're running, click the apple and then choose **About This Mac** (or **About This Computer**). The version of the Macintosh operating system will display.

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Why is it important to know which operating system I'm using?
In order to most effectively identify and resolve any technical issues you may experience with AlaskAdvantage Online it is important to note the details of your operating system.

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What is a Web browser?
Your Web browser is the computer program you use to view webpage's. In most cases, the Web browser that you use is not specific to your Internet service provider (the company you pay to connect to the Internet). The most popular Web browsers

include Microsoft Internet Explorer, Mozilla Firefox, America Online, and Apple Safari. Some Web browsers only run on certain operating systems. Each Web browser comes in different versions. For example, Microsoft Internet Explorer 6.0 was the version of Internet Explorer that came with Windows XP, while Internet Explorer 7.0 is available on Windows Vista.

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Which browsers and operating systems work best with AlaskAdvantage Online?
Not all browsers or operating systems work equally well with our site. For the best results, we recommend the following:

Windows users

We recommend running Windows 2000, Windows XP, or Windows Vista and using one of the following browsers:

- Microsoft Internet Explorer 3.2.1 or higher.
- Firefox 3.5 or higher.

Macintosh users

We recommend running Mac OS X 10.4 (Tiger) or 10.5 (Leopard) and using the following browser:

- Firefox 3.0 or higher.

To upgrade your existing browser, see How do I upgrade or change my browser?

Many browser-related questions are answered in the Help menu in the browser toolbar at the top of your screen.

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How can I tell which browser I'm using?

Most people launch their Web browser by double-clicking an icon on their desktop, in their Dock, or on their Taskbar. To find out which browser and version you're using:

Windows users

- If you double-click an icon that looks like a big, blue "e," you're probably using Microsoft Internet Explorer**.** Click **Help** in the toolbar and select **About Internet Explorer** to find out which version of Internet Explorer you're running.
- If you double-click a triangular icon, you're probably using America Online. Click **Help** at the top of your AOL screen and select **About America Online** to find out which version of AOL you're running.
- If you double-click an icon that looks like a blue ball with an orange fox wrapped around it, you're probably using Mozilla Firefox. Click **Help** in   the toolbar and select **About Mozilla Firefox** to find out which version   you're running.
- If you double-click an icon that looks like a blue, yellow, and red ball, you're probably using Google Chrome.

Macintosh users

- If you double-click a triangular icon, you're probably using America Online**.**
- If you double-click an icon that looks like a blue ball with an orange fox wrapped around it, you're probably using Mozilla Firefox. Click the Firefox menu and select **About Mozilla Firefox** to find out which version you're running.

- If you double-click an icon that looks like a compass, you're probably using Apple Safari. Click the Safari menu and select **About Safari** to find out which version you're running.

There are many other Web browsers available for accessing the Internet. The steps used to check the browser and version are similar for all of them. If you don't see your browser listed above, check the Help menu or the application's menu for an "About" choice.

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How do I upgrade or change my browser?

You can maintain more than one Web browser on your computer at a time (such as Internet Explorer and Firefox), but you would usually only have one version of the browser (such as Firefox 3.0.0.10) installed at a time. You can download most browsers for free directly from the manufacturers' websites. Be sure to choose the most recent version that will run on your computer's operating system and follow the installation instructions carefully. If you have technical problems, contact the manufacturer for support.

Microsoft Internet Explorer

- [Download Internet Explorer 6](#) (Windows XP Service Pack 1.)
- [Download Internet Explorer 7 or 8](#) (Windows XP SP2 and Windows Vista. If you're experiencing difficulty and want to reinstall, please contact Microsoft for support.)

Mozilla Firefox

- Windows or Mac users: [Download latest version.](#)

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What can I do if I'm having problems with Safari?

We strive to ensure that our website is compatible with the browsers our customers use most frequently, and that includes the Safari browser. Some of our website's newer features may experience compatibility issues with Safari, and we are working to resolve those issues. If you experience an immediate issue, please download and use the latest version of Firefox. In addition, please upgrade your Web browser when the next version becomes available.

To download Firefox or upgrade your existing browser, see: [How do I upgrade or change my browser?](#)

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What are temporary Internet files and how can I delete them?

When you visit a website, your computer stores tiny pieces of data from the site so that its pages will display faster during return visits. Most computers store such files in a cache file or a folder called Temporary Internet Files. Occasionally the files can become corrupt or outdated and need to be deleted.

To clear your browser's cache (temporary Internet files), follow these steps:

Microsoft Internet Explorer for Windows

- Click **Tools** in the browser toolbar, then select **Internet Options**.
- In the Temporary Internet Files section, click **Delete Files**, then click **OK** in the Delete Files window.
- Click **OK** again.

Microsoft Internet Explorer for Windows

- Click **Tools** in the enhanced browser toolbar and select **Internet Options**.
- In the Browsing History section, click **Delete.**

- Click **Delete Files** in the Temporary Internet Files section of the Delete Browsing History window. Do not click Delete All. The Delete All feature will remove all cookies, passwords, and history from all other websites.
- Click **Yes** in the Delete Files window and click **Close**.
- Click **OK** to close the Internet Options window.

Firefox

Windows users: Click **Tools** in the browser toolbar, then select **Options.** Mac OS X users: Click the **Firefox** menu, then select **Preferences.**

- Click the **Advanced** category.
- Click the **Network** tab.
- Click the **Clear Now** button under the Cache heading. Click **OK** or close the window.

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What are cookies and why must my browser accept them?
Cookies and other similar data files are tiny pieces of information that we ask your browser to store. If your browser doesn't accept cookies, you won't be able to view your account information online.

Session cookies. These data files are temporary cookies that are deleted when you shut down your browser, when you log off, or after your computer is inactive for 15 minutes. These cookies let us know that you have logged on, and they allow us to maintain your privacy as you move from page to page. They also act as timers, logging you off after prolonged inactivity to prevent unauthorized account access.

Permanent or persistent cookies/data files. These types of data files are stored on your hard drive and are read by your browser each time you visit our website. They

are used to help verify your identity when you try to access your account information or initiate an online transaction. We also use them if we need to send you important messages while you're online.

You may receive multiple cookies or similar data files during each visit to AlaskAdvantage Online. For example, when you navigate within a secure area, temporary cookies may be created each time you leave a page.

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How do I reset my browser to accept cookies?
Microsoft Internet Explorer for Windows

- Click **Tools** from the Internet Explorer menu, and select **Internet Options**.
- Click the **Privacy** tab.
- Make sure you're not set to "Block all cookies."
- Click the **Edit** button at the bottom of the window. (If you're using Windows XP Service Pack 2, click the **Sites** button instead.)

Firefox for Windows or Mac

- Windows users: Click **Tools** in the browser toolbar, then select **Options**. Mac OS X users: Click the **Firefox** menu, then select **Preferences**.
- Click the **Privacy** category.
- In the **Cookies** section, make sure the "Allow sites to set cookies"   checkbox is checked.
- Make sure the "Keep cookies" menu is set to "Until they expire" and click **OK** or close the window.

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The text size on the pages is too large or too small. How do I adjust it?

To change the way your browser displays text:

Windows users:

Microsoft Internet Explorer 6.x

- Click the **View** menu, select **Text size**, and choose the size you prefer.

Microsoft Internet Explorer 7.x and 8.x

- Click the **Page** menu, select **Text size**, and choose the size you prefer.

Mozilla Firefox

- Click the **View** menu, select **Text size**, then select **Increase** or **Decrease** until you reach a comfortable text size. (Choose **Normal** to set the browser back to the default.)

Mac users:

Mozilla Firefox

- Click the **View** menu, select **Text size**, then select **Increase** or **Decrease** until you reach a comfortable text size. (Choose **Normal** to set the browser back to the default.)

Safari

- Click the **View** menu, then select **Make text bigger** or **Make text smaller** until you reach a comfortable text size.

The page is not displaying correctly, there appears to be missing information or there is blank space on each side of the page?

AlaskAdvantage Online automatically loads to the most commonly used resolution. If you are experiencing one of the above issues you may need to reset your browser resolution using the on screen resolution selection (the four square/rectangles, in the upper right hand corner of your screen), choose the resolution selection that best displays the page with your operating system.

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How do I disable my popup blocker?

In order to use our site you may need to disable your popup blocker(s). First you need to locate the applications running the popup blocker, and then disable the popup blockers.

There are three major types of popup blockers, and you may have all three types installed, in various applications on your system.

1. **Blockers built into your Web browser:** Internet Explorer 6 and higher, Firefox, Safari, and Google Chrome all have popup blockers built into the applications. See below for instructions for specific Web browsers.

2. **Blockers you add through a toolbar:** Some of the most popular Web browser toolbars, such as Google Toolbar and Yahoo! Companion include popup blockers you can control in the toolbar window. We recommend that you check the toolbar manufacturer's website to access instructions for disabling the popup blocker, as most manufacturers keep this information in their online help files.

3. **Stand-alone blockers:** You can also purchase or download applications that block popup windows and other advertisements as part of an overall security package. These include applications such as Popup Stopper, Ad-Subtract, and Ad-Aware, as well as firewall or antivirus applications including Norton Internet Security and Zone Alarm. We recommend that you check the

manufacturer's website or the help files for the application to access instructions for disabling the popup blocker.

Note: Most popup blockers running on Windows computers can be temporarily disabled by holding down the **Control** (Ctrl) key on your keyboard while clicking a link. This is the fastest and easiest first step.

To disable a popup blocker on your Web browser, do the following:

Windows users:

Microsoft Internet Explorer 6, 7, or 8 on Windows XP or Vista

- Click the **Tools** menu, point to **Popup blocker**, then click **Turn off popup blocker**.

Mozilla Firefox 3.x

- Click the **Tools** menu, then select **Options**.
- Click on the **Content** icon at the top of the Options window.
- Uncheck the **Block popup windows** option.

Macintosh users:

Mozilla Firefox 3.0

- Click the **Firefox** menu, then select **Preferences**.
- Uncheck the **Block popup windows** option.

If you are running a stand-alone popup blocker, try the following suggestions to help you modify or disable the blocker. For specific instructions, please contact the software manufacturer.

- Disable it when coming to our site. The program usually is viewable in the system tray located in the bottom right corner of your screen next to the clock. You may be able to right-click the application's icon and exit or disable it. When you restart your computer, it will start running again.
- Some popup programs allow you to enter website URLs for which you would like to allow all popup windows. Check the help section of the program or contact the manufacturer of the product to find out how to do this.
- Uninstall the popup-stopper program.

If I am using a public computer what steps can I take to limit the potential of a third party accessing my personal information?

Although convenient, public computers can also be a very risky place to conduct personal and financial business. Please take the following steps to limit your vulnerability online.

How to Clear a Browser on a Public Computer

If you've used a browser on a public computer, clear the cookies, the cache, and the browser history before you leave the computer.

Clear Cookies, Cache, and History in Internet Explorer

1. From the **Tools** menu, choose Internet Options.
2. Click the **General** tab.
3. Under *Temporary Internet Files*, click **Delete Cookies**, and then click **OK**.
4. Under *Temporary Internet Files*, click **Delete Files**, and then click **OK**.
5. Under *History*, click **Clear History**, and then click **Yes**.
6. Click **OK**.

Clear Cookies, Cache, and History in Firefox

1. From the **Tools** menu, choose **Clear Private Data**.

2. In the *Clear Private Data* window, check all of the options, and then click **Clear Private Data Now**.
3. Close the *Preferences* window.

Clear Cookies, Cache, and History in Safari

1. From the **Safari** menu, choose **Reset Safari**.
2. Check all of the options, and then click **Reset**.

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Disclaimer

This information has been provided to assist customers who are having difficulty accessing AlaskAdvantage Online. The information is provided only to assist those who may have simple complications with their browser or browser settings. This information should not be considered expert technical advice.